

Rechargeable Repairs

Family Mosaic is responsible for most, but not all repairs. There are some repairs that are your responsibility as the resident. We may carry out these repairs and jobs for you, but will charge you an excess towards the cost of the work.

Family Mosaic will always carry out repairs where damage is a result of normal wear and tear. However, there are times when Family Mosaic finds it necessary to charge residents for repairs carried out on their property.

Your repair responsibilities are set out in your tenancy agreement and the Resident Handbook given to you when you signed your tenancy with us. These types of repairs will usually be as a result of accidents, criminal damage, misuse, neglect or wilful damage. These can be caused by your own actions, a member of your household or visitor, or a household pet.

Criminal damage

You will not usually be charged for repairs caused by criminal activity or anti-social behaviour. Simply provide evidence that the incident was reported to the police (ensure you request a verifiable crime reference number) and that they are investigating the crime, and the work will be carried out at no cost to you.

Routine maintenance

If you report a routine repair that is your responsibility and subject to recharge, where possible we will:

- ▶ Make you aware of this at the time you report the repair
- ▶ Advise you of the estimated cost of the repair
- ▶ Send you a 'recharge' and 'agreement to pay', form agreeing that you are responsible for the work and agreeing to the amount you have been charged.
- ▶ Where an operative attends a non-emergency repair and the repair is one that is your responsibility, the repair may be completed but you will be charged at a later date.

- ▶ Ask you to send in the forms along with a cheque or postal order, or phone the main switchboard and ask to speak to an Income Officer to make a card payment for the amount that you have been charged.

Emergency repairs

In cases where the work needs to be carried out as an emergency, we will make the property safe but will not complete the repair until you have signed a form agreeing to pay the costs.

Moving home

If you decide to leave your home, you must leave the property in a fit condition for the next resident. Any damage or unauthorised alterations must be returned to their original condition. You must also ensure that you:

- ▶ Make sure all cupboards and sheds are clear
- ▶ Remove all furniture and white goods not provided by us and personal belongings
- ▶ Remove all rubbish, both inside and outside the property

If, after leaving the property, we have to do any work that is more than fair wear and tear we will recharge you the cost. In the case of a mutual exchange with another Family Mosaic resident, we will not allow you to move into another of our properties until we are satisfied with the condition of your current property, or you have agreed to pay for us to carry out the work required.

Repair charges

Our repair charges are divided into five types. These types are listed below with some examples of the jobs that fall within these categories.

You will be informed of the charges when you report a rechargeable repair that is not listed here:

Type 1 – (£25.00 + VAT)

- ▶ Replace electric socket, switch or light fitting
- ▶ Replace broken toilet seat

Type 2 – (£50.00 + VAT)

- ▶ Lock change
- ▶ Make good hole in internal wall

Type 3 – (£75.00 + VAT)

- ▶ Make good hole in ceiling
- ▶ Board up and re-glaze door

Type 4 – (£100.00 + VAT)

- ▶ Force entry and change locks
- ▶ Board up and re-glaze window

Type 5 – (£150.00 and over + VAT)

- ▶ Renewing a wash hand basin and pedestal
- ▶ Bath or broken toilet

Making payments

For emergency repairs, once you have agreed to pay for the work you will receive an invoice and payments can be made by cheque or postal order (payable to Family Mosaic) at:

Family Mosaic
Albion House
20 Queen Elizabeth Street
London
SE1 2RJ

You can also make a debit OR credit card payment by phone. Contact Albion House reception team Monday to Friday 9.00 am to 5.30pm on 0207 089 1000 and ask to speak to the duty Income Officer.

Note: All payments for non-emergency repairs must be paid upfront. For emergency repairs, payment must be made within 30 days of the date of invoice

If you are experiencing financial difficulties and cannot pay the whole bill at once, you may be able to pay by instalments. You should contact the Income officer for your region, whose details can be found at www.familymosaic.co.uk under Tenant Zone.

If you do not have access to the internet please call Albion House switchboard on 020 7089 1000 and ask to speak to the Income Team.

Talking your language

এই দস্তাবেজটি মেরামত ও রক্ষাবেক্ষণ সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Dokumentigan wuxuu ku saabsan yahay dayac-tirid, daya'tir. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Bu belge tamir ve bakım konuları hakkında bilgi verir. Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabetiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

Turkish

Ce document contient des informations sur les réparations et l'entretien. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

Este documento proporciona información sobre reparaciones y mantenimiento. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Tài liệu này cung cấp thông tin về sửa chữa và bảo trì bảo dưỡng. Nếu bạn cần bất kỳ phần nào trong thông tin này bằng chữ in to, chữ Braille, CD, băng tiếng hoặc giải thích bằng ngôn ngữ riêng của bạn, xin liên hệ với chúng tôi theo số dưới đây.

Vietnamese

This document gives you information about Rechargeable Repairs. If you need any part of this document in **large print**, Braille, on CD or explained in your own language please contact us on 0845 600 4436.



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